

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2762
ANSWERED ON:19.12.2003
COMPLAINT AGAINST CUSTOMS OFFICIALS
SURESH RAMRAO JADHAV (PATIL)

Will the Minister of FINANCE be pleased to state:

- (a) whether a group of Thai tourists has lodged a complaint against the Gaya Airport Customs officials for their 'highhanded' behaviours during their visit to Bodh Gaya;
- (b) if so, the details thereof;
- (c) the action taken by the erring customs officials; and
- (d) the steps taken by the Government to check recurrence of such incidents in future?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHRIPAD Y. NAIK)

(a), (b), (c) and (d) : No formal or written complaint has been filed either with the Airport Director, Tourism office Gaya or the Customs. However a news item about the incident did appear in the press. Based on this, enquiries were conducted. As per the enquiry report, 115 passengers had arrived at Gaya International Airport by Phuket Airlines in groups on 16.11.2003. The leader of one of the groups had insisted that Customs clear their baggage without checking. When this was not acceded to, the persons took personal affront.

At the time of departure on 22nd November, 2003, it appears that the same leader of the group had invited some media persons in advance and when Customs wanted to check the baggage he created a scene resulting in heated exchange of words. The matter was immediately brought to the notice of the Assistant Commissioner in-charge of the Airport who intervened and defused the situation.

The assistant Commissioner of Customs, Gaya International Airport has been advised to handle such incidents with tact and ensure that utmost courtesy is accorded to all international passengers, while at the same time enforcing customs law in a fair manner.